

Case Study: "Oxygen" Solution Eased the Orders Processing for T-Systems



Overview

Country: Germany

Industry: ITC

Customer Profile:

T-Systems Enterprise Services GmbH operates as a subsidiary of Deutsche Telekom AG and is the second biggest ITC provider in Europe. The company offers its services to clients in over 24 countries.

Business Challenge:

- reduce the errors in the ordering system
- reduce the time to prepare the orders
- provide the possibility to check the consistency of orders
- decrease the amount of manual work

INSONO Solution: Oxygen

Order eXchange interface Generic is a full configurable data connector that enables real-time data interchange between two back-end database systems.

Benefits:

- Reduction of time for preparing the orders
- Integration of new functionality into existing systems
- Services are faster billable
- Faster delivery

Key Project Statistics:

- 70% reduction of errors during ordering process
- 60% reduction of time between order and delivery
- Capacity: 1000 orders/hour

Business Challenge

T-Systems Enterprise Services GmbH operates as a subsidiary of Deutsche Telekom AG and is the biggest ITC provider in Europe. The company offers its services to clients in over 24 countries. Among the solutions the company provides there is a wide range of IT services for corporate customers.

One of the biggest clients of T-Systems is a worldwide logistics company, operating in more than in 220 countries. In Germany the company has more than 1000 subsidiaries.

This customer used to communicate their technicians, technical advice services, infrastructure relocation or maintenance services needs by mail, fax or phone. Every day there were processed between 200 and 300 orders.

The manual processing of orders was subject to a certain rate of errors. In case of mistakes, the sales representative had to renegotiate with the customer.

Processing the orders in this manner presented the following flows:

- time consuming for both T-Systems and its customer
- a lot of work involved in the process
- long billable time
- long time to deliver the services ordered
- no consistency of orders

The cause of these flows was the impossibility for the two different databases to interchange data.

INSONO Solution

T-Systems needed a solution that would enable their customer to use its internal order management system when technicians, technical advice services, infrastructure relocation or maintenance services were needed.

OXIGEN is a generic order exchange interface. The solution is a full configurable data connector that enables real-time data interchange between two back-end database systems. The interface is completely configurable.

OXIGEN facilitates the data transfer between the databases of the two partners through an XML processor and database connectors.

How does it work?

The application cycle can be explained in 4 steps

Step 1:

The customer uses its own internal ordering system to order services from T-Systems

Step 2:

The order is checked and transferred to the ordering system of T-Systems

Step 3:

The service provider sets the status of the order (processes the order)

Step 4:

The status is communicated back to the customer ordering system

Technology used:

- C & C++
- DBMS

INSONO Consulting deployed a consistent and structured procedure to provide a fully compliant solution:

1. analysis of the process design of the concepts
3. creation of methodical specification and scenarios
4. collection and management of data
5. definition of service level agreements for running the application

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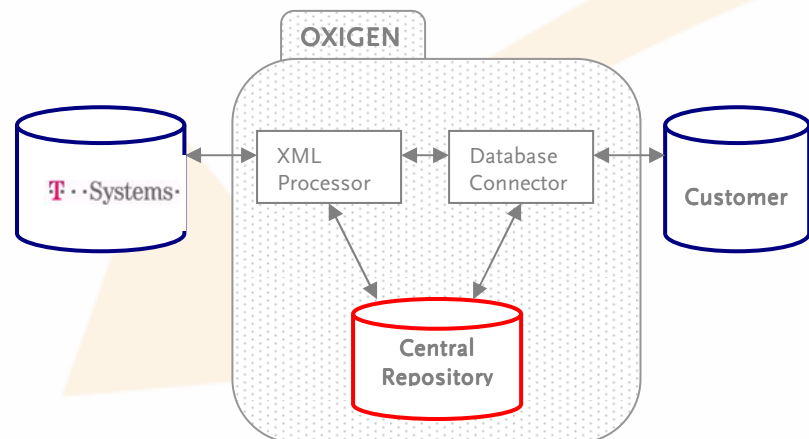
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“OXIGEN” was the optimal solution for the business challenge as:

- the orders are automatically check before being transferred
 - minimize **errors**.
- customer can use their own OM system
 - minimize **time** to prepare the orders
 - no need for the users to **learn** how to use a new application
- the application is events driven
 - the customer receives the **status** of his order

Architecture & Implementation

For OXIGEN to connect the databases of both ordering systems, the transfer rules and translation conditions are stored in standard XML-file. The local Interface repository holds the complete status of orders. This makes it possible to easily locate errors.



Results

The solution was the most appropriate to solve the two partners requests. Its most important benefits are:

- reduction of errors during ordering process
- integration new functionality into existing systems
- no need of training the users
- reduction of time between order and delivery
- fast overview on the status of order

After one year from the implementation, the amount of orders exchanged between the two partners is of 300 per day and the rate of errors was substantially reduced.

The delivery time is with 60% shorter and the services are faster billable because the orders are automatically checked.

OXIGEN is able to connect any type of back-end database systems.